



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Welsh Language Services Annual Monitoring Report **2021-2022**





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'I was raised a Welsh-speaker, so it is much easier for me to speak that language. If I was ever afraid or worried whilst I was on the ward, being able to call on a Welsh-speaking nurse was a great comfort: I found that I was able to settle down and stop worrying much more quickly, after talking things over in my first language'.

Shauna Fish, from Porthmadog,
a patient at Ysbyty Gwynedd during the COVID-19 pandemic.

Executive Summary

This report addresses the statutory duty of Betsi Cadwaladr University Health Board (the Health Board) to provide an annual account to the Welsh Language Commissioner on compliance with the Welsh Language Standards since the imposition date of 30 May 2019.

The report reflects the requirements and content as stated within Standard 120 of the Welsh Language Standards:

- Complaints
- Workforce Planning
- Recruitment
- Language Skills
- Training to improve Welsh language skills

This report also gives an overview of progress including service developments and key achievements from April 2021 to March 2022.

The Health Board continues to feel the impact of the COVID-19 pandemic, with workforce pressures, the redesigning of services and staff relocation all affecting the Health Board's operational functions. However, the alternative ways of working introduced by the Welsh Language Team at the height of the pandemic continues to successfully serve its purpose. This is especially true of the Welsh Language Training Programme, where virtual models of learning has provided opportunities that may otherwise not have reached such a wide audience. In this respect, the number of staff attending Welsh language training has doubled over the past year. Another area where we have seen significant increase in demand is within our Translation Services. This year-on-year increase reflects the drive at senior level to support the strategic direction of the organisation, as well as reflecting the Health Board's ownership of the Welsh Language Standards.

This report also reflects the positive impact of key policies that were developed during the last reporting year. The implementation of the *Bilingual Skills Policy and Procedure*, has impacted on the workforce with more posts being advertised with the ability to speak Welsh as an essential requirement. In following the guidance, the Health Board is able to appoint more Welsh-speakers to front line posts as well as providing a continuous stream of Welsh language training opportunities to target staff that have already been in posts for a number of years. This has been maintained to further support the delivery of the policy.

Implementation of *More than just words* and the "Active Offer" principle, meaning the provision of a Welsh medium service without the service user having to request it, has been maintained with the continuation of the Language Choice Scheme in our acute and community settings. This has ensured that there are strong foundations in place as we prepare to welcome the Welsh Government's new More than just words five year plan.

To continue with our priorities for 2022-2023, a refreshed outlook and approach has been outlined in the Welsh Language Services' annual plan. However, simultaneously, we are now in a position within health care settings to be able to revisit our traditional grass roots approach that has increasingly proved successful over the years.

Background and Current Position

This report not only reflects the Health Board's progress against the requirements noted in Standard 120, it also demonstrates how we design our services to address the needs of our population.

Understanding our population needs

Understanding population needs is essential to inform our ability to design and deliver services in North Wales. Gwynedd has the highest proportion of Welsh speakers, 65 per cent, although we know that this can be much higher in some areas of the county. Elsewhere in North Wales, 57 per cent of residents on the Isle of Anglesey speak Welsh, 27 per cent in Conwy and 25 per cent in Denbighshire. The proportion of Welsh speakers in Flintshire (13.2 per cent) and Wrexham (12.9 per cent) is lower in comparison, however, the demand for Welsh medium services is prominent, taking into account rural Welsh speaking areas that access services delivered in the east region of North Wales.

In terms of day-to-day usage of the language, the *North Wales Population Needs Assessment*¹ demonstrates that just over half (53 per cent) of Welsh speakers in North Wales are fluent in the language and 63 per cent speak Welsh on a daily basis. In Gwynedd, 78 per cent of Welsh speaking residents are fluent and 85 per cent speak Welsh every day. The level of Welsh spoken, particularly in the north west of the region, influences the number of people choosing to access services in Welsh. In Gwynedd, 37 per cent of people attempt to use the Welsh language at all times when contacting public services. This information has assisted the Health Board in identifying the need for Welsh medium services and has enabled us to plan based on meeting this demand.

The Welsh Language Services of the Health Board

The Health Board's Welsh Language Team consists of four services that support the organisation to both deliver legislative requirements and to address our patients' needs.

1. Legislative Compliance

Ensuring that we support the organisation to deliver its obligations under the

¹ <https://www.gwynedd.llyw.cymru/en/Council/Documents---Council/Strategies-and-policies/Health-and-Social-Services/North-Wales-Population-Assessment/NW-Population-Assessment-1-April-2017.pdf>

Welsh Language (Wales) Measure 2011, facilitated by our Welsh Language Standards Compliance Officer.

2. Promotion and Engagement

In line with the operational elements of delivering the *More than just words* Strategic Framework, our Welsh Language Officers actively support services and initiate projects and schemes that will provide effective customer service.

3. Training Provision

Our Welsh Language Tutor and Support Officer ensure organisational development in line with our *Bilingual Skills Policy and Procedure* and the wider Welsh language agenda.

4. Translation Services

Our Translation Manager and five translators ensure that the organisation is able to provide information to patients in their preferred language, and are also providing simultaneous translation to facilitate language preference in clinical and corporate settings.

Self-regulation and Governance

Overall Board Accountability

Our structural accountability has been maintained, with our Welsh Language Strategic Forum, chaired by our Executive Director of Public Health, establishing our internal governance arrangements. The Terms of Reference steers our strategic approach, with membership consisting of senior and active leaders who are able to drive requirements forward. The Forum reports to the Health Board's Partnerships, People and Population Health Committee. There is a clear scrutiny route as well as arrangements for escalating any issues of significance.

Welsh Language Services Risk Register

It is essential that the Health Board recognises possible areas of risk in relation to the Welsh language and a dedicated Risk Register is in operation. Current potential risks include meeting the demands of the Welsh Language (Wales) Measure 2011, implementing the Active Offer principle in line with Welsh Government's Strategic Framework *More than just words*, and delivering the *Bilingual Skills Policy and Procedure*.

All risks have been reviewed during 2021-2022, with all three risk ratings currently at moderate or minor. In assessing the risks, the ongoing impact of the pandemic was taken into consideration, as the service has not been able to be as proactive as usual during the reporting year. However, no risks were escalated as a result.

The Welsh Language Services Risk Register is monitored quarterly, and reported upon bi-annually to the Welsh Language Strategic Forum.

Internal Performance Assurance

The Bilingual Services Mystery Shopper Scheme was first introduced in March 2018 as a means of scrutinising the availability and quality of Welsh-medium services at various Health Board sites and settings. Having had to pause the scheme for eighteen months due to the ongoing COVID-19 pandemic, the Welsh Language Team revived the scheme in June 2021.

Whilst this scheme previously encompassed signage and the availability of bilingual reception services at various Health Board sites, due to infection prevention and control regulations, site visits continued to be suspended due to the potential enduring threat of COVID-19. Thus, since their recommencement last summer, our 'mystery shopper' surveys have focused exclusively on the quality and availability of telephone services.

A number of community hospitals, managed practices and acute hospital departments are still included in each round of surveys, which continue to be held on a quarterly basis.

After each round of inspections has been concluded, relevant site / practice / service managers are then provided with bespoke reports that include a breakdown of the findings and required actions. They are subsequently invited to work alongside members of the Welsh Language Team to ensure that any necessary changes and / or improvements can be put in place as quickly as possible.

As managers remain willing and committed to secure improvements, despite the added pressures and complications that they have had to face because of the pandemic, the scheme continues to ensure that various shortfalls are identified and quickly rectified at sites across north Wales.

Despite its current limitations, the revived scheme has therefore undoubtedly contributed to the general development and enhancement of the Health Board's Welsh-medium provision during the past few months, as various sites / practices / services work to return to some semblance of normality after two very difficult years.

All community hospitals and managed practices have now been included within the scheme on at least two occasions. Our most recent 'mystery shopper' surveys have therefore allowed us to gauge what progress has been made at various sites in relation to bilingual service provision, since the scheme was first introduced.

At the same time, comparing newly collected data with initial baseline results from surveys that were conducted before March 2020, also allows us to measure how the COVID-19 pandemic has influenced the delivery of Welsh-medium services within the Health Board.

Despite the pandemic, recent findings have confirmed that previously recorded standards are still being maintained at several Health Board locations, whilst some practice / service managers have even been able to implement improvements.

The ongoing 'mystery shopper' surveys therefore continue to uncover numerous examples of existing good practice in relation to the Welsh language and these are subsequently shared with other sites / practices / departments, as appropriate.

To ensure increased accountability, general findings are still shared with both Area and Hospital Management Teams and a detailed report is presented to the Health Board's Welsh Language Strategic Forum on a quarterly basis. By doing this, broader trends continue to be identified and addressed, alongside more localised issues.

The scheme forms a crucial part of the Welsh Language Annual Plan for 2022-2023, with the addition of site-based visits commencing from quarter two onwards.

Welsh Language Standards

The Welsh Language Standards have now been in operation since the imposition date of 30 May 2019. Significant progress has been made in progressing the standards within the organisation. The Welsh Language Standards Compliance Officer continues to provide organisation-wide directive on implementing the Standards, as well as supporting and facilitating delivery at grass roots level.

The mechanisms in place to ensure this, is derived from the Welsh Language Standards Project Management Group (PMG). Membership consists of nominated leads from across the Health Board, representing service and clinical areas.

Over the last year, the PMG has focussed on reviewing its compliance using a self-assessment approach to establish whether the progress made prior to the Covid-19 pandemic has been maintained, and what additional infrastructures of support are required to support services to achieve their duties.

Each service has compiled a highlight report that will allow them to measure and assess their compliance against each Standard. We are currently working through the findings, which will allow us to identify any areas of potential non-compliance to enable the team to focus their support appropriately.

The Welsh Language Standards Compliance Officer continues to meet regularly with the representatives of the PMG, either as a group or individually, which allows more detailed discussions on area-focused Standards.

With regard to specific Standards, progress has continued with Standards 50-53 in relation to providing reception services in Welsh. Tailor made courses specifically for reception staff provided by our in-house Welsh Language Tutor as detailed further on in this report. A good practice example within the Radiology Department was included in the Welsh Language Commissioner's Self-Assessment questionnaire that was recently submitted. They have adopted a visual form of identifying Welsh speaking staff by displaying a poster in each reception area noting which members of staff on duty are able to provide a Welsh language service. This has ensured that the

department has a process in place that facilitates them to comply fully with the Standards and to respond to patient's language needs.

During the reporting year, there has been several high-level discussions at the Board meetings with regard to Standard 37. This Standard relates to whether a document, which is available to one or more individuals, should be produced in Welsh:

- (a) if the subject matter suggests that it should be produced in Welsh, or
- (b) if the anticipated audience, and their expectations, suggest that the document should be produced in Welsh

Following the decision at the November 2020 Health Board meeting to translate all Standing Items on the agenda, additional consideration was given to progress compliance with Standard 37 during 2021-2022. Standard 37 does not outline a blanket-translation approach across all Health Board documentation. Rather, it requires organisations to review the "subject matter" and the "anticipated audience" to determine whether there is an "expectation" or "suggestion" that it should be produced in Welsh.

Therefore, it was agreed at the July 2021 Board meeting that an assessment would be undertaken of the next three Health Board meetings (September 2021, November 2021 and January 2022) to determine which papers would have required translation. The assessment was produced in accordance with guidance received by the Welsh Language Commissioner's Office with regard to Standard 37, incorporating the elements that should be considered when determining translation requirements. Flexibility with regard to the considerations applied is limited due to this fact.

The main considerations within the assessment are:

- whether the subject of the document relates to a matter that is relevant to, affects, or is of importance to a large number of individuals (*defined as residents of Wales acting in their personal capacity*)
- whether the subject of the document deals with issues regarding the Welsh language
- whether the document is one that will be publicly displayed
- whether it is known that a percentage or a large number of the predicted audience are Welsh speakers, and for whom the Welsh language is an important consideration to them or they operate through Welsh
- whether more than one person asked for the document to be available in Welsh
- whether the document is likely to attract public response and attention (e.g. on social media)
- whether the document is one which individuals are required to respond to

During an assessment and analysis exercise, it became evident that this would have a significant impact on capacity, demand and timeframes. Options were provided as to the next steps, which included:

OPTION 1:

Continue with current process of translating agenda, minutes, presentation and standing items.

OPTION 2:

Apply the assessment to **all** Board papers, which could eliminate the need for the translation of standing items (although this would not have a significant impact on the total word count and turnaround).

OPTION 3:

Implement the assessment process over the next three Board meetings with a six-month review of achievability and long-term sustainability.

As the Board were eager to strengthen its commitment to the Welsh language, it was agreed that the third option would be the most robust and fair approach. This has been standard practice over the past Board meetings, and will be reviewed for sustainability during this reporting year. This decision demonstrates the commitment and support at Board level to form a bilingual Health Board identity

The “Active Offer”

As March 2019 marked the end of the three-year period covered by the Welsh Government’s follow-on *More than just words...* Strategic Framework, a 2019-2020 Action Plan was developed and continuous to be operational until the next plan is published in 2022. This plan provides the Health Board with framework with which it has developed its own structure for continued progress in relation to the promotion and provision of Welsh language services in the health sector.

The Health Board continues to make progress against the plan and is pro-active in all its theme areas:

Theme 1 – increasing the number of Welsh speakers

Theme 2 – increasing the use of the Welsh language

Theme 3 – Creating favourable conditions – infrastructure and context

One of the main principles of *More than just words* is the “Active Offer”, with priority focused on bringing the “Active Offer” to the front line. The Health Board was instrumental in developing a key approach to identifying language choice through its award-winning Language Choice Scheme, which provides the backdrop for successful delivery of the “Active Offer”.

Despite the continued restrictions and additional pressures created by the COVID-19 pandemic, the Health Board’s award-winning Language Choice Scheme remained operational on hospital wards throughout north Wales during 2021-22.

Indeed, with the instantly recognizable orange ‘Cymraeg’ magnets now being used to facilitate the delivery of bilingual services and the “Active Offer” principle at numerous locations, from Tywyn Hospital in south Merionethshire to Chirk Community Hospital

on the Wrexham / England border. The simple scheme has continued to thrive and remains very popular amongst patients and staff alike.

Having initially been piloted on selected wards at Ysbyty Gwynedd in 2017, and greatly expanded to include wards at Ysbyty Glan Clwyd and a number of community sites two years later, the Language Choice Scheme promotes the placing of the orange magnets on bedside white boards and staffing boards, in order to identify Welsh-speaking patients and Health Board employees.



The scheme expedites the process of pairing Welsh-speaking service users with Welsh-speaking clinicians such as doctors, nurses and health care assistants who are based primarily on the ward itself. However, the scheme also facilitates planning on a broader scale within the Health Board, as members of the wider clinical workforce such as physiotherapists and pharmacists who visit the wards, are also able to identify and utilise the orange magnets to ensure that their services are also delivered in accordance with a patient's linguistic needs.

Ysbyty Glan Clwyd – Analysis of Implementation

The Language Choice Scheme was introduced on most wards at Ysbyty Glan Clwyd in May 2019 and has continued to be implemented throughout the hospital ever since. Whilst the scheme is consequently operated in an informal manner on some wards (i.e. without a written record of its implementation being kept), a Monthly Audit Form has been created to facilitate the process of gathering relevant data.

Each Monthly Audit Form includes the following information in relation to a particular ward / unit:

- *The total number of patients that are being / have been cared for;*
- *The number of Welsh-speaking patients that are being / have been cared for;*
- *The number of Welsh-speaking patients that chose to partake in the Language Choice Scheme (i.e. by allowing an orange 'Working Welsh' logo magnet to be displayed on the whiteboard above / beside their bed);*
- *How many of the ward's / unit's staff speak Welsh.*

Sisters and / or Housekeepers, who are primarily responsible for the scheme's administration, are encouraged to complete this form as a part of their ward's monthly quality and safety audits and to subsequently forward all the noted evidence about the orange magnets' usage to the Welsh Language Team. Data captured provides a comprehensive snapshot of the Language Choice Scheme's delivery, success and popularity amongst service users.

This analysis focuses on information received from six specific wards / units on the Bodelwyddan site between April 2021 and March 2022.

Between them, the six participating wards / units provided various healthcare services to a total 819 patients during the timeframe covered by 47 monthly audit returns. A

total of 101 (or 12.33 per cent) of these patients noted that they were Welsh-speaking. Having been informed about the Language Choice Scheme, 63 (or nearly two-thirds) of these Welsh-speaking patients noted that they wanted to be identified as such by having an orange 'Working Welsh' logo magnet placed on the whiteboard beside / above their bed. A detailed analysis by ward / unit and uptake for the whole reporting year is provided in the table below.

Ward / Unit		Number of monthly records provided	Total number of patients on the ward during the recording timeframe	Number of Welsh-speaking patients	Number of Welsh-speaking patients that opted to partake in the Language Choice Scheme	Percentage of Welsh-speaking patients that opted to partake in the Language Choice Scheme
1	Ward 1	7	169	20	19	95%
2	Ward 2 (Care of the Elderly)	6	135	14	2	14%
3	Ward 3 (Vascular)	6	115	25	12	48%
4	Enfys Ward (NWCTC)	10	180	25	13	52%
5	Neonatal Unit	10	99	11*	11*	100%
6	Wards 17 & 18 (Children's Unit)	8	121	6	6	100%
Total:		47	819	101	63	63.63%

* As all of the patients within the unit are newborn babies (who don't yet speak any languages), the 'Welsh-speaking neonatal patients' referred to in Table 3 (above) are actually the newborns' parents.

The data received about the use of the orange magnets at Ysbyty Glan Clwyd between April 2021 and March 2022 suggests that the Language Choice Scheme's implementation at the hospital continues to be successful and popular amongst patients, despite the additional pressures and complications caused by the COVID-19 pandemic.

The majority of Welsh-speaking service users chose to opt-in to the Language Choice Scheme and this is clearly reflected by the fact that a large number of the analysed audit forms noted monthly participation rates of over 80 per cent. As evidenced by the data provided by the Childrens' and Neonatal Units, the utilisation of the orange magnet scheme remains extremely high amongst certain patient groups. Both these services recorded opt-in rates of 100 per cent during 2021-22.

This is especially encouraging as *More than just words* identifies children and young people' as a vulnerable patient group and have a greater need to receive their services in their mother tongue. It is therefore clear that the availability of the Language Choice Scheme remains exceptionally important within certain healthcare contexts.

The “Active Offer” - Betsi at its Best!

Ward Hebog in Ysbyty Gwynedd is one of the wards that has continued to implement the Language Choice Scheme throughout the pandemic. This has ensured that patients have consistently been actively offered services in Welsh. Hebog Ward Manager, Sian Roberts, worked with the Welsh Language Team to gather feedback and evaluate patient satisfaction with the implementation of the scheme.

A short questionnaire was used to obtain views and, along with providing feedback about the Language Choice Scheme itself, many of the patients who took part gave their opinions about the overall availability of bilingual services within Ysbyty Gwynedd.

Feedback received was overwhelmingly positive and a selection of comments from the participants are noted below.



‘Plenty of staff on the ward speak Welsh and I benefitted from their presence during my stay’.

Margaret Whale, a patient from Maesgeirchen in Bangor said
(pictured left)

Having spent three weeks as a patient on Hebog Ward, **Dewi Jones** from Caernarfon said:

‘I could speak Welsh every day and the orange magnet above my bed let everyone know that ‘Cymraeg’ is my preferred language. It’s so much easier for me to speak my first language – especially when I’m ill, and I find it much easier to understand and process information when it’s given to me in Welsh’.

Dewi Owen, from Dolgellau said:

‘It was very nice to hear so many different Welsh accents on the ward. I particularly enjoyed discussing regional Welsh dialects and slang with some of the staff... I explained that we call ‘rwdan’ ‘swêj’ in Dolgellau! It’s nicer to be able to discuss things in Welsh’.

Welsh Language Training Programme

The Welsh Language Training Team is still feeling the challenges faced during the COVID-19 pandemic and they continue to adapt their teaching resources, models and teaching styles to ensure they support our extremely busy and dedicated staff. The Team works in a flexible manner in order to offer the best possible model of support for staff whose work schedules and shift patterns can influence the type of courses that would best suit their needs. Due to the visiting restrictions implemented as a result of the pandemic, many of our staff realise more than ever the importance of being able to speak Welsh with patients and service users, as even a few Welsh words from staff where a comfort to our Welsh speaking patients.

The Team continues to promote and advertise all Welsh language training opportunities through the Health Board's new intranet site 'BetsiNet'. 'BetsiNet' is now operational across the Health Board, and the Team are updating the pages weekly. The information is set out clearly for all staff to search for relevant courses and information. There is also a carousel of News Posts at the top of the first page to identify any new information; a new tool in which staff can access information regarding Welsh language training without having to search through the intranet pages.

Provision of Welsh Language Training

Over the past reporting year, a variety of courses were offered virtually at different levels. A twelve-month contract was renewed with the 'National Centre for Learning Welsh' under the Welsh Government-funded 'Work Welsh Scheme'. This ensured the continuation of opportunities and collaborative working as well as the funding of our Welsh Language Training Support Officer. The Support Officer continues to offer lessons following taster courses, tutorials, chat sessions and a permanent support for our learners, as well as facilitating and addressing queries on a daily basis.

669 members of staff have had access to our 'Work Welsh' courses over the last year; this is an increase of 58 per cent from last year.

316 learners enrolled on a ten-hour online course provided by 'Work Welsh'. There were five different courses available, with two courses tailored specifically to the health and care sector. Our Support Officer continues to keep in regular contact, encouraging and reminding staff to complete the 10-hour courses. The Team continues to take every opportunity to promote the 10-hour courses, e.g. when a query comes from a member of staff, the courses is also used to complement face-to-face courses with a tutor or prepare for a course in the future. Also, the registration links are quite obvious on our new BetsiNet pages, therefore they are available to any member of staff who will browse our Welsh language learning pages.

334 members of staff also signed up for the 60-hour Entry Part 1, Entry Part 2 or Foundation Part 1 level self-studying online Welsh courses which are provided by 'Work Welsh'. These courses have proven to be very popular with our staff as the courses can be completed at the learner's own pace and convenience. Although these

are self-studying courses, full tutor support is available and learners are invited to tutorial sessions to ask questions and to practice their Welsh with other BCUHB learners.

Seventeen members of staff also attended an intense course with Nant Gwrtheyrn virtually over the year. A virtual Foundation course was held specifically for Health Board staff in July 2021 and eight of our staff attended this course. Usually these courses are delivered as a one-week residential course, but due to the situation with COVID-19, these courses were held virtually. By Spring of 2022, Nant Gwrtheyrn were offering residential courses and two learners attended Nant for the week.

The above courses were in addition to the training delivered internally by our Welsh Language Tutor. These included:

- Eight weekly block lessons (from Levels Entry Part 1 to Higher)
- 1:1 sessions with senior staff, including the Chief Executive and a number of Board-level individuals
- Board workshop for all Executive Directors and Independent Members
- Taster sessions as part of the Health Board's 'Use your Welsh' campaign*
- Courses tailored for specific teams and specialities
- Welsh Language Skills for Reception Staff course

This amounted to 245 staff directly supported by our Tutor.

The taster sessions noted above were developed to support the 'Use your Welsh' campaign, with the aim of encouraging staff to use whatever Welsh language skills they have at work, be it with colleagues, patients and / or visitors. The lessons were a great opportunity for staff to meet the new Welsh language Tutor and also ignited an interest in learners wanting to continue to learn and improve their Welsh. Feedback from the courses noted that 96 per cent of learners were 'very happy' with the content of the taster lesson, 76 per cent of the learners stated they felt they had made progress with their Welsh language skills and 92 per cent wanted to continue to learn Welsh.

After the success of the taster lessons in July/August 2021, the tutor created a new Welsh Language Training Programme. The programme was devised strategically, providing courses that are specifically developed for different areas within the health sector, and the tutor was able to tailor each course to suit the needs of every individual. A variety of courses were offered at different levels and these were launched in September 2021. It was pleasing to see that many faces from the taster sessions had registered for the weekly lessons.

After learners completed their 10-week block of weekly lessons in September an electronic evaluation form was sent anonymously to all learners via Microsoft Forms. Findings from the evaluation form stated that 97 per cent of learners were 'very happy' with the content of the 10 week course, with 100 per cent of the learners stating that they had enjoyed the lessons. The tutors teaching style, resources, support and professionalism is a factor in ensuring learners complete the course and then continue their learning journey. Ninety seven per cent of the learners stated they felt they had made progress with their Welsh language skills. This is encouraging as the ability to understand Welsh gives them a good basis for communicating with other people. This is something that managers and providers can be proud of and build on to ensure an

increase in the use of Welsh in the workplace in the future, particularly with patients and colleagues.

Hundred per cent of the learners felt they had been given enough support from the Tutor. Learners' evidence found that tutors and the overall level of support given to them by the Health Board was highly praised.

Welsh Language Skills Certificate – Coleg Cymraeg Cenedlaethol

The Tystysgrif Sgiliau Iaith (Welsh Language Skills Certificate) is a recognised and accredited qualification by the *Coleg Cymraeg Cenedlaethol* and the Welsh Joint Education Committee developed to enable applicants to acquire a certificate evidencing their Welsh language skills and ability to work through the medium of Welsh. It also aims to boost the ability to communicate confidently and professionally in Welsh, in written and verbal form in order to respond to the needs of the local population and service users. Despite the disruptive year due to COVID-19, the Health Board is pleased to announce that four members of staff passed the TSI examination in August 2021. Following the success of the scheme in previous years, the Health Board has been offered to continue its collaborative working with the *Coleg Cymraeg Cenedlaethol*, extending the agreement further, this year two members of staff sat the oral and written exam and are awaiting their results in August 2022.

Additional Training Support

Cinio Clebran

Cinio Clebran continues to go from strength to strength virtually, and it is pleasing to report that new and different participants attend almost every session. Cinio Clebran is held every other Wednesday between 12.30 and 1.30pm virtually over Teams. It was decided to create PowerPoint presentations that had key vocabulary and phrases in Welsh with their translations to support the learners and to encourage them to take part in the Cinio Clebran discussions. Hearing learners chat and contribute naturally is fantastic and shows that the team are successful in encouraging staff to use their Welsh in an informal setting.

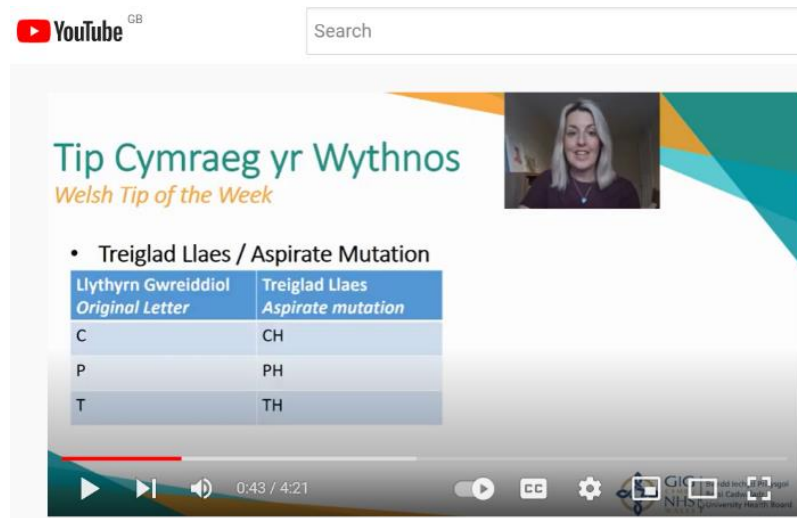
Back in October 2021, The Welsh Language Team launched its annual Welsh Language Week within the Health Board, which coincides with the national Su'Mae Day. To celebrate 'Wythnos y Gymraeg' the Welsh language team held a special Cinio Clebran Quiz. It was pleasing to be able to welcome Board members and our language officers to be captains and assistants of the teams and 12 learners participated in this event.

BCUHB Welsh Learners Facebook Page

'Ffrindau Dysgwyr Cymraeg Betsi Welsh Learners Friends' is a private group for staff on Facebook. The closed group is used to publicise events, courses and activities; it also gives learners the opportunity to interact, discuss and ask questions in an informal environment, with 94 members at present. This is an increase of 20 per cent since March 2021. A public Facebook group, 'Dysgwyr Cymraeg Betsi', continues to be used to showcase examples of good practice and success stories, with 181 followers at present, which is a 30 per cent increase since March 2021.

Welsh Language Tutor's YouTube Page

As part of the 'Welsh Language Week' campaign in October 2021, the Tutor created a Welsh phrase of the week video. This ensures that the learners can hear the correct pronunciation as well as visually seeing the text on the screen. Once edited the video is shared on the Tutor's YouTube page, and the link from the YouTube page is shared via the Welsh Learners Facebook page and uploaded on BetsiNet pages. A link to the video is shared weekly via the Chairman and Chief Executive's all user message, ensuring that all staff have access to the video and can learn a phrase of Welsh every week.



Lluniau Mewn Llefydd Lloerig!



As part of the Welsh Language Week celebrations, a Creative Cymraeg Photo Competition was held for our learners. They were encouraged to take photographs in unusual places wearing or holding a Welsh language resource e.g. wearing a 'Welsh' lanyard, reading/using the Welsh learners keyring. Many interesting and creative photographs were received and a montage of the pictures was posted on Facebook and on our intranet pages. The Health Board's Awyr Las charity awarded the winner with a hamper of local Welsh produce.

The winning photo showed a learner reading her Welsh language key ring whilst on a zip line. Activities such as this help to bring our learners together in a fun and informal manner, and it also helped to advertise the different Welsh language resources available to staff.



Betsi's Welsh Learner of the Year

The BCUHB's Welsh Language Learner of the Year ceremony, which was held on 1 March 2022 at the Oriel Hotel, St Asaph, was an opportunity to showcase the dedication of staff across the organisation, and to demonstrate the advantages of investing in internal Welsh language training provision.

The planning for the awards began in September 2021 with the Welsh Team providing an opportunity for staff to nominate their colleagues who had committed to learning Welsh to a high standard, and who had used their new skills to provide a better service to Welsh speaking patients and service users in North Wales.

In January 2022, the judges Linda Tomos, Independent Board Member, Teresa Owen, Executive Director of Public Health, BCUHB and the guest judge and key speaker, Bethan Gwanas, Author and TV personality had the task of whittling the twenty nominations down to a short list of five.



The top five nominees were:

- Anna MacKenzie, Junior Doctor, Ysbyty Gwynedd
- Charles Conway, Helpline Operator, Wreccsam Maelor
- Manuela Niemetscheck, Art Psychotherapist, Uned Hergest
- Mark Butler, Information Officer, Ysbyty Maelor Wreccsam
- Michelle Matthews, Radiology Administrator, Ysbyty Glan Clwyd

On the night, the top five went head to head to win the title of BCUHB's Welsh Learner of the Year award, with the worthy winner announced as Manuela Niemetscheck. The top five were all awarded with prizes that were generously donated by sponsors. The winner was also

escorted to Ysbyty Glan Clwyd after the ceremony to light up the hospital in red, white and green, the colours of the Welsh, to celebrate St David's Day. During the ceremony, Teresa Owen, Executive Director of Public Health, Mark Polin, Chair of the Health Board and Jo Whitehead, Chief Executive of the Health Board all gave a short address, in Welsh.

During the ceremony, there was an opportunity for the audience to network with fellow learners over light refreshments. It was a great opportunity for learners to meet face to face, as many had only met virtually. The event also brought a number of external partners and organisations together, with Nant Gwrtheyrn, Mentrau Iaith Cymru and Siop Siswrn partaking in the event with stalls and providing information about opportunities available.

Following the ceremony, the Welsh Language Tutor and Welsh Language Support Officer received a number of queries from external organisations and the media. The event received attention from the S4C 'Heno' programme, Geraint Lloyd's Programme on Radio Cymru, and the Support Officer was interviewed on the eve of the ceremony and the winner, Manuela, following the ceremony. Bethan Gwanas also wrote a full-page article about the competition in the Herald (Daily Post). The event was therefore a success in drawing positive media coverage to the Health Board in celebrating its achievements.



BCUHB's Welsh Learner of the Year award and ceremony was a prestigious event, which gave all of our learners the praise, and attention they deserved. It was a great celebration of the Welsh Language Training team's successes over the last two years and the team hope to build on this event in 2024.

Primary Care Services

The Welsh Government's Welsh Language Regulations for Primary Care Contractors requires all contractors to undertake six duties in relation to the Welsh language. The Health Board has continued to be proactive in supporting contractors to carry out these duties as well as further develop the Welsh medium and bilingual provisions they can offer and provide to service users.

Services offered by the Welsh Language Team cover a range of areas that reflect the requirement of the six statutory duties:

- Access to the Health Board's Translation Service
- Provision of resources (badges, 'Speak Welsh' lanyards, resources and guidance for answering the telephone bilingually)
- Welsh lessons delivered by our in-house Welsh Language tutor and access to online courses via our agreement with the National Centre for Learning Welsh
- Welsh language awareness sessions
- Recording answerphone messages

In late 2019, the Health Board's West and Central Area Welsh Language Officer worked with *Menter Iaith Môn* and Business Wales (now known as '*Helo Blod*') to initiate a scheme to provide basic Welsh language support for GP surgeries throughout Anglesey.

In practice, the support offered through this scheme equated to the provision of advice and elementary resources (such as orange 'Cymraeg: Working Welsh' pin badges and posters); assistance with translation (including the recording of bilingual answer-phone messages); providing access to Welsh language training and / or arranging Welsh language awareness training sessions for surgery staff.

In order to maximise the scheme's relevance and effectiveness, the level of support provided was specifically tailored to the needs of each individual participating practice and – following initial discussions with GPs and Practice Managers – a number of surgeries subsequently benefited from various aspects of the assistance on offer during the first months of 2020.

Unfortunately, however, this original Anglesey GP Cluster scheme was brought to an abrupt end by the onset of the COVID-19 pandemic in March 2020.

But as its initial stages had been successful – and a great deal of positive feedback had already been received from participating practices – it was decided that it would be beneficial to restart the project as soon as possible following the relaxing of COVID-19 restrictions (during the summer of 2021).

In order to formalise the newly revived scheme's aims and objectives, a specific target has been included within the *Fforwm Iaith Ynys Môn* (Anglesey Welsh Language Forum) work programme for 2022, which states that the collaborative project will 'provide basic Welsh language support for five GP practices' on the island.

Work is currently ongoing to identify which surgeries will be included within the scheme and to deliver it successfully.

Furthermore, due to the success of the initial Anglesey project (and a concurrent Welsh Government-driven pilot scheme, which provided similar assistance for seven surgeries in South Flintshire), steps have also now been taken to formalise the delivery of basic Welsh language support for GP practices in other areas of north Wales.

During 2021-22, the Welsh Language Team reignited its partnership with '*Helo Blod*', in order to provide tailored assistance for the Dwyfor / Eifionydd and Meirionnydd GP Clusters, which include the following practices:

Dwyfor / Eifionydd:

- Meddygfa Rhydbach, Botwnnog,
- Treflan Surgery, Pwllheli,
- Tŷ Doctor, Nefyn.

Meirionnydd:

- Canolfan Iechyd Bala,
- Minfor Surgery, Barmouth,
- Caerffynnon, Dolgellau,
- Bron Meirion, Penrhyndeudraeth,
- Tywyn Health Centre.

After representatives from the Meirionnydd Cluster received details about the available support during a meeting in November 2021, a member of the Welsh Language Team subsequently provided practice managers from surgeries that are a part of the Dwyfor and Eifionydd Cluster with the same information in March 2022.

Work with individual surgeries from both clusters is now ongoing and a similar structure of tailored Welsh language support can be provided to practices in other areas of the Health Board region during 2022-2023.

Independently from this scheme, the Welsh Language Team already works directly with both the Porthmadog and Criccieth Health Centres (Dwyfor / Eifionydd Cluster) and Canolfan Goffa Ffestiniog (Meirionnydd Cluster), as these practices are managed directly by the Health Board and their Welsh-medium provision is therefore surveyed on a periodical basis, through the Bilingual Services Monitoring Scheme.

The Translation Service

Since the onset of the pandemic, the translation team has continued to work remotely to provide a comprehensive and seamless service for staff and patients. During this time, the demand for urgent communications pertaining to COVID-19 briefings and vaccination information for staff, partners and patients has continued to increase at

pace due to the rapidly-evolving nature of the pandemic, and the requirement to communicate vital, time-sensitive information to patients and staff alike. Urgent requests for translations have also included press releases, patient letters, information leaflets and public health information for social media. An out of hours service is also available for urgent communications, and is a means to ensuring that bilingual information is issued in a timely manner.

Demand for translation services overall has also so continued to grow, across all directorates and clinical areas. The requests during the reporting period for job advertisements and descriptions has increased significantly, in part due to staff shortages across the organisation since the onset of the pandemic, and the creation of new posts as a result of organisational changes with the implementation of our new Operating Model, 'Stronger Together / Mewn Undod Mae Nerth'. These requests have increasingly been required at short notice, due to the urgent requirement to fill staff vacancies. With regard to simultaneous translation, the team has supported an increasing number of applicants who wish to have their interviews in Welsh and have supported simultaneous translation for stakeholder events and various forums.

The Translation Team has recruited some newer members to the team during the reporting period and is actively seeking to expand the team further with the view to optimise the service currently provided. The Health Board continues to provide a translation service to the Welsh Ambulance Service NHS Trust through a Service Level Agreement, which was initially established in April 2021. A new agreement to continue with this service provision was agreed as of 1 April 2022. The Team also continues to provide translation services to the primary care sector, both privately managed GP Practices, and independent contractors.

The total number of words received for translation during 2021-2022 was 4,948,310, an increase of 39.3 per cent from the 2020-2021 reporting year. This is a significant increase in demand, and demonstrates the Health Board's commitment to ensuring compliance with the Welsh Language Standards.

Partnership Working

North Wales *More than just words* Forum

BCUHB continues to lead the way in maintaining a broad compliance with the aims and principles that are advocated within *More than just words*. Much of the Health Board's work in this regard is either informed, guided or supported by the North Wales *More than just words* Forum, which meets on a quarterly basis to facilitate the continued regional implementation of the Welsh Government's strategic framework for Welsh language services in health, social services and social care.

The Health Board's Welsh Language Team was primarily responsible for the establishment of this multi-agency group, which first met in May 2016. Alongside the Health Board's Welsh Language Officers, the North Wales *More than just words* Forum also includes representatives from a number of other relevant organisations,

including all six local authorities, Social Care Wales, the Wales Ambulance Service NHS Trust and Bangor University's School of Healthcare Sciences.

The regional forum, chaired by the Corporate Director of Social Services at Gwynedd Council who is also an Associate Member of the Health Board, has now reverted to meeting on a much more regular basis following only meeting during 2020-2021 as a result of the pandemic. Following the pandemic, members have re-evaluated the Forum's priorities and reassessed its approach to delivering them. The group is now well positioned to address the aims and objectives of the next national *More than just words* work programme.

The North Wales *More than just words* Forum remains an important stage for sharing information and examples of good practice in relation to Welsh-medium health and social care services. Its work continues to demonstrate the benefits of following a collaborative approach, in order to secure the successful delivery of common objectives across the region.

Fforwm Iaith Ynys Môn (Anglesey Welsh Language Forum)

The BCUHB Welsh Language Team contributes to the work of *Fforwm Iaith Ynys Môn* (the Anglesey Welsh Language Forum). Arranged by *Menter Iaith Môn* (Anglesey Welsh Language Initiative), *Fforwm Iaith Ynys Môn* brings together a number of relevant bodies to promote and facilitate the use of the Welsh language on the island.

Currently chaired by Dr Haydn E. Edwards, the group includes councillors and officials from various Isle of Anglesey County Council departments, alongside representatives from organisations such as *Menter Môn*, *Menter Iaith Môn*, Anglesey Young Farmers Clubs, *Urdd Gobaith Cymru*, *Môn FM*, *Môn CF* (Communities Forward), *Medrwn Môn*, *Mudiad Meithrin / Cymraeg for Kids* and *Merched y Wawr*. Prominent local employers such as North Wales Police and Bangor University, are also represented on the Forum.

In its capacity as an influential member of the Forum, the Health Board submits a number of specific, measurable targets for inclusion within *Fforwm Iaith Ynys Môn*'s annual work programme.

In recent years, these objectives have focused primarily on the provision of Welsh language training for Health Board staff and this was reflected by the inclusion of the following targets within *Fforwm Iaith Ynys Môn*'s (Year 5) Work Programme for 2021:

- 100 members of Health Board staff to complete an online 'Work Welsh' course
- 50 members of Health Board staff to complete the Welsh Language Tutor's internal training course (which will be delivered virtually, via Microsoft Teams)

Both of these objectives were successfully achieved and similar targets were subsequently submitted for 2022.

Alongside specific annual work programme targets, members are also encouraged to work together to develop and realise additional collaborative projects, in order to promote and facilitate the use of the Welsh language in Anglesey. Providing basic

Welsh language support for five GP practices in Anglesey has been included as one of the Forum's targets for Year 6 (2022) work programme.

Two further collaborative projects were developed during 2021-2022 with Health board corporate and clinical staff informing the developments.

A bilingual app was created for prospective parents and parents with new-born babies and young children, named *OgiOgi*. The app offers a treasure trove of information, with more than 400 useful links to local and national resources, which cover everything from general information on pregnancy and related healthcare and wellbeing services, to a local events calendar. The resource also includes a section on child development and guidance on the benefits of bilingualism and using Welsh from birth, along with plenty of built-in fun activities and playlists for young children and parents to enjoy together.

Initial data showed that the *OgiOgi* app had already been downloaded on hundreds of occasions within the first few weeks after its release. Although the app was originally developed with the needs of Anglesey families in mind, its initial success has resulted in interest from other parts of Wales and the potential to expand the concept and develop it into an 'All-Wales' resource has consequently already been discussed with the Welsh Government.

The other project was the development of an online Welsh language awareness resource for Grŵp Llandrillo Menai students, launched in early 2022, entitled 'The Welsh language in the health, care and child care sector in Anglesey':

[Y Gymraeg yn y sector iechyd, gofal a gofal plant ym Môn \(google.com\)](#)

Along with general information about the Health Board and its Welsh language service provision, it also includes interviews with a physiotherapist at Ysbyty Glan Clwyd who discusses her experiences of working bilingually. It also includes a presentation entitled 'The Welsh Language: A vital skill for the workplace', which explains the importance of Welsh-medium healthcare service provision and the general advantages of bilingualism for young people, as they prepare to leave education and move into the workplace.

Working with Schools and Colleges

For a number of years, the Welsh Language Team have collaborated with schools, colleges and further and higher education to promote the importance of Welsh-medium healthcare service provision and to highlight that the language is a skill that will support careers going forward.

Careers Wales

The health board has continued its partnership with Careers Wales following a number of successful events and initiatives over the years. An online event was arranged by

Careers Wales for year 12 and 13 pupils at the Maelor School, Penley (near Wrexham) during the Health Board's Welsh Language Week in October 2021. A member of the Welsh Language Team also participated in two 'STEM Gogledd' events for groups of year 10 and year 11 pupils from Holyhead High School, Ysgol Godre'r Berwyn (Bala) and Ysgol y Moelwyn (Blaenau Ffestiniog). Both of these events were held shortly before Christmas 2021 with the Health Board taking advantage of the opportunities to promote the advantages of bilingualism as a vital employability skill for youngsters who may be considering careers within the health sector.

The Welsh Language Team also contributed to the Careers Wales Digital Career Discovery Week, which provided five days of online employer-focused careers and work-related activities for Year 8, 9 and 10 pupils throughout Wales, in early July 2021.

We worked with a Welsh-speaking physiotherapist at Ysbyty Glan Clwyd to create a short video package, which focuses on the importance of bilingualism within the health sector. Welsh and English versions of the video package were created for Careers Wales to use as a part of their 'Advantages of having another language' sessions on Thursday 9th July. The short interviews were also included in a Facebook post created for Bangor University's second annual Online Welsh Jobs Fair held on 23 March 2022.

Grŵp Llandrillo Menai

As well as the online Welsh language awareness resource for Grŵp Llandrillo Menai, 'The Welsh language in the health, care and child care sector in Anglesey', the Health Board worked with Sgiliaith, to provide Welsh language awareness training for Grŵp Llandrillo Menai staff during 2021-22 to inform their teaching programmes. The college's health, care and childcare tutors and lecturers attended a session with one of the Health Board's Welsh Language Officers in June 2021 to gain information about the Health Board's Welsh language services work programme, the importance of being able to provide healthcare services bilingually, and how staff are supported to deliver this on a day to day basis.

Bangor University

Shortly after the onset of the COVID-19 pandemic compelled further and higher education institutions to move their teaching online, the Welsh Language Team created a Microsoft PowerPoint presentation, which included information about bilingual healthcare service provision and how the use of the Welsh language is promoted within the Health Board. This fully narrated presentation was utilised to support the teaching of two Bangor University modules – '*O'r Senedd i'r Swyddfa*' ('From the Parliament to the Office') and '*Cymdeithas, Iaith a Phrotest*' ('Society, Language and Protest') – during the first national lockdown. In March 2022, a member of the Welsh Language Team attended a face-to-face seminar at Bangor University's Wheldon Building, to give an updated version of the presentation to a group of '*O'r Senedd i'r Swyddfa*' students.

The presentation was followed by a question and answer session / discussion about the importance of bilingual services and how relevant statutory requirements (i.e. the Welsh Language Standards) are put into practice within the workplace.

Beyond this, the Health Board continued to work closely with Bangor University's School of Healthcare Sciences by providing nursing students with opportunities to utilise and develop their Welsh language skills during their clinical placements within the Health Board. A member of the Welsh Language Team also discussed the impact of the Health Board's Bilingual Skills Policy and Procedure with a tutor from the Open University in Wales in July 2021 to explore specific ways of supporting Welsh-speaking nursing students.

Promotion and Engagement

Defnyddiwch eich Cymraeg / Use Your Welsh Campaign

In June 2021 the Welsh Language Team relaunched the 'Use Your Welsh' campaign. The main focus of the campaign is to encourage staff to use whatever Welsh language skills they have at work, be it with colleagues, patients and / or visitors. The campaign encouraged all staff members to use their Welsh, whether they are only able to say a few words or are fluent but lacking in confidence. It provided an opportunity to emphasise that using the Welsh language at work is very important in the health sector, as research shows that patients feel more comfortable speaking Welsh, and if staff use the Welsh language, patients will feel more confident and are more likely to use their Welsh with staff.



One of the key messages of the campaign was that staff members should not be afraid to use any Welsh they have, and should never think that their Welsh language skills are not good enough. Patients appreciate any effort made to speak Welsh with them. Introducing this campaign has raised awareness of the Welsh language internally among staff and its importance within the health sector, and as a result, has increased the opportunities patients have to use the language.

A video was used to launch the campaign and was shared with staff and the public highlighting the campaign's main aims and objectives. The video followed the experience of a cancer patient receiving treatment in hospital during the COVID-19 pandemic. He shared his journey and emphasised that being able to speak Welsh in that environment was invaluable, and had provided reassurance during an uncertain time. The video was opened and closed with messages from the Chairman and Chief Executive, both endorsing the importance of speaking whatever Welsh language skills staff have, for the benefit of our patients. The bilingual subtitled video was developed by the Welsh Language Team and shared on social media platforms and received a total of 1,657 views

To coincide with the campaign the team also launched the fourth edition of our 'Use your Welsh' Newsletter. This was distributed via an all-users email alongside a joint message from the Chairman and Chief Executive and link to the updated Use Your Welsh intranet page.

The past two years have been particularly challenging for our patients, with ongoing restrictions meaning little or no visiting in our hospitals. With this in mind, the newsletter focused on patient stories and the positive impact that hearing only a few words in Welsh can have on them, and how it can positively influence their time in hospital. Four real life patient stories were gathered through staff members, friends and family, and ranged from a stroke patient from Anglesey who spent time recovering in Ysbyty Gwynedd. As his family were not allowed to visit him he was greatly appreciative of the opportunity to speak Welsh with staff not only as Welsh was his first language but as the stroke had left him unable to communicate effectively in English. Therefore at the time, speaking Welsh with staff was of the utmost importance to help him describe where the pain was and how he was feeling.



A new mum on the maternity ward also shared her delight at hearing the Welsh language whilst in hospital having just given birth to her new son, and we also learned of the benefits of how hearing a Welsh song brought relief and comfort to a dementia patient. We also spoke to a gentleman who had a phobia of hospitals, was rushed to the Emergency Department and was so thankful and comforted by hearing the Welsh language whilst in hospital as the doctor in charge of his care made sure he was looked after by Welsh speakers.

Although the reasons why these patients were in hospital differed significantly, the common thread was that all of their experiences were made better and more positive as a result of staff speaking Welsh with them.

Another key part of the campaign was engaging with staff and learning about their experiences. Staff working with the Therapies Services spoke of their time working in one of the Enfyf Hospitals at the peak of the pandemic, and the difference hearing the Welsh language had on a patient recovering from COVID-19:



"I recently worked with a lady on the ward in the Enfys Hospital in Deeside who was first language Welsh and she really appreciated being able to converse in Welsh, particularly as she was already feeling disorientated in the strange environment of a field hospital. At the same time, our Welsh-speaking Technical Instructor also started helping out on the ward, so she also chatted to the patient in Welsh, whilst supporting with nutrition and hydration. Hopefully we made her stay there a bit better."

The Radiology Department was highlighted as one area who are going above and beyond legislative duties to provide patients with the best possible care. The department is very proactive in increasing their use of the Welsh language, and to coincide with St Dwynwen's Day, every year they have a week of celebrations including sessions with the Welsh Language Tutor, adorning the department with Welsh language-themed decorations, and rewarding staff for their use of the Welsh language.

"We performed a PICC line this morning on a very nervous patient, using the Welsh language throughout. From booking the patient in, to consenting and performing the procedure. The patient specifically asked when arriving at the department if anyone spoke Welsh and was delighted when we told him that every single staff member present was Welsh speaking. Overall it was a much better experience for the patient."

Interventional Radiology Team, Ysbyty Gwynedd

RADIOLOGY

The Radiology Department is very proactive in increasing its use of Welsh. Every January the coincide with St Dwynwen's Day the department has a week of celebrations including sessions with the Welsh Language Tutor, decorating the department (before Covid19 times) and rewarding staff for their use of the Welsh language. Here are some examples from the Department of their experiences and initiatives as part of their celebration of Welsh language services.

"Interventional Radiology team in PIC - we performed a PICC line this morning on a very nervous patient, using the Welsh language throughout. From booking the patient in, to consenting and performing the procedure, the patient specifically asked when arriving at the department if anyone spoke Welsh and was delighted when we told him that every single staff member present was Welsh speaking. Overall it was a much better experience for the patient."

"I attended the Welsh language work-based session with the Welsh tutor in November in January. The following day I was working in PIC room 3 in 4-ray and one of my patients had a Welsh name and I could practice some of the work-based phrases I'd learned the previous day. The tutor helped me for a few minutes to practice asking/answering the three point 10 check. Great first experience!"

"I would like both the Interventional Team and Radiography team to be reimbursed for their Welsh speaking. Communication with today, both teams have conducted very complicated invasive procedures on Welsh-speaking patients and the patients experience has been so much more positive an account of the staff communicating with the patients in their preferred language."

Radiology Walking in North Wales

We live in an area of outstanding natural beauty with mountains, woodland and coastline as far as the eye can see. If you would like to spend some more time in our natural park getting some fresh air and exercise then the following may be of interest to you.

5 days to the nearest parkland, we are proposing a language walking group, to meet every two weeks on a weekend in North Wales for a walk in the park. The route would be very, allowing to the region's new places and be accessible to as many people as possible from all three sides that suggest from an especially reduced.

In addition, if we get a combination of Welsh speakers and Welsh learners it would be a fantastic opportunity to practice some Welsh.

If you are interested please email: [email address] or your mobile number: [phone number] or [email address]


Members of the Prosthetics Team noticed the positive impact speaking a little Welsh had on a patient:

"We were treating an elderly patient who was struggling to understand some instructions regarding the donning of her prosthesis. This was causing the patient to become distressed. Occasionally the patient would revert to Welsh and although I only possess basic fluency I was able to provide simple instructions and conversation in Welsh. The patient found this helpful, comforting and increased her understanding of the process."

Don't use like a Gymnasium, gymnasium, gymnasium
DEAF WORLD
OHNO!
 Multi-genned gennations


It doesn't matter how much Welsh you have,
USE IT!
 It makes a difference

GWERSI BIASU FASTER LESSONS



Mil fydd y gwersi i gyd dros Microsoft Teams


All lessons will be over Microsoft Teams



Mymeddal Lefel ESR Level 0/1	Sylfaen Foundation Lefel ESR Level 2	Canolradd Intermediate Lefel ESR Level 3	Uwch Advanced Lefel ESR Level 4
24/04 - 3pm	28/04 - 2.30pm	30/04 - 9.30am	28/6 - 10am
29/06 - 10am	05/07 - 10am	06/07 - 11am	30/8 - 2.30pm
01/07 - 2.30pm	12/07 - 10am	14/07 - 2.30pm	08/07 - 2.30pm
13/07 - 10am	14/07 - 9.30am		
15/07 - 2.30pm			

Os hoffech chi ragor o wybodaeth neu gefnystro ar un o'f cynnyrch uchod, cyswlltch i'r tystiola.


For further information or to register on a course, please contact the Tutor.



Microschool Wales
 cyswlltch i'r tystiola
WELSH
 yn eiddo

e-bost / e-mail

BCU.WelshLanguageTutor@wales.nhs.uk



Bwrdd Cymdeithas Pryffordd
 Bwrdd Ceredigion
 Joint Health Board



The campaign has yet again proven useful, demonstrating that staff and patient engagement is crucial in planning and informing the work of the team for the next reporting year.

The fourth annual BCUHB Welsh Language Week was held between 11 and 15 October 2021. Although the ongoing COVID-19 pandemic prohibited the Welsh Language Team from arranging any face-to-face events, we were able to build on the success of the virtual Welsh Language Week 2020, by holding a variety of online events for Health Board staff and external stakeholders.

Following-on from the success of the secondary school / higher education college visits that were held during the first two BCUHB Welsh Language Weeks (in 2018 and

2019), a number of online seminars for pupils and students were delivered via Microsoft Teams during our latest Welsh Language Week. These sessions were an opportunity to educate young people about the importance of Welsh-medium healthcare services, and also informed them about the benefits of bilingual skills, encouraging them to make the most of their existing language skills.

A number of events for Welsh learners were also arranged as a part of the week-long celebrations. After the BCUHB Welsh Learner of the Year 2022 competition was launched at the beginning of the week, the first in a new series of 'Welsh Phrase of the Week' videos were presented on the BetsiNet intranet site the following day. A special online 'Cinio Clebran' ('Lunchtime Chat') Quiz was held to mark the Health Board's designated 'Welsh Learners Day 2022', attended by the Chief Executive and Independent Board Members. A North Wales *More than just words* Forum meeting was arranged, coinciding with the designated Welsh Language Week's 'Working in Partnership Day'.

The importance of collaborating with other organisations to facilitate the delivery of bilingual services was further emphasised by the fact that the BCUHB Welsh Language Team also worked with Social Care Wales and Awyr Las, as well as progressing its support for 'Cymraeg i Blant' (*Cymraeg for Kids*). The Welsh Language Team have continued to work with the 'Cymraeg i Blant' officers, ensuring that information about online groups and the re-introduction of some face-to-face sessions were shared and targeted to staff and patients across north Wales. Information



The celebratory week was supported by the organisation's senior management, with the Chairman and Chief Executive emphasising the importance of Welsh-medium healthcare service provision in a written message sent to all staff.

Promotional Opportunities to Celebrate the Welsh language

St Dwynwen Day, which celebrates the Welsh Saint of love on 25 January, was marked this year by asking staff what they love about working for the Health Board and the NHS. Numerous responses and reactions came from all over the Health Board stating why they love their jobs and their passion for helping others. Here are some example of the message we received. The responses were shared on the Health Board's corporate Instagram and Twitter accounts to celebrate with the public, and was well received on both platforms.

....it feels as though I belong...and as though I make a difference...

I love working for BCUHB because I'm very fortunate to work with an incredible team, they are kind, funny and support each other all the time

I love working for BCUHB and especially in the Covid testing centre in Alltwn. The staff here make my day and make it exciting to come to work. We all come together as a team and that's what working with Betsi is all about!

I love working for BCUHB because I can make a difference in someone's life (big or Small)

I love working for BCUHB because I like helping patients and co-workers. I love knowing that I have made a difference in every patient's treatment journey in a positive way. I love that all staff members are happy to help, no matter the situation. I especially love that Welsh lessons are available to all staff to provide them with the very special skill of speaking Welsh.

Santes Dwynwen

The reason I love my job so much is I have the privilege to work with so many colleagues across all the divisions who are passionate about safeguarding, practice development, learning and training.

I enjoy supporting staff to be as passionate about safeguarding people as I am, ensuring a clear message that safeguarding is all our responsibility.

Whilst the main focus of our **St David's Day** celebrations this year was the Welsh Learner of the Year award ceremony social media posts were used to share good news stories and examples of best practice. An all-staff message on behalf of the Chairman and the Chief Executive highlighted the importance of the Welsh language every day across the health Board and the positive impact it can have on patients to hear some Welsh words whilst receiving care.

Additional Service Developments

All-Wales Online Welsh Language Awareness Training Pack

In accordance with Welsh Language Standards 102 and 103, all Health Boards in Wales have a legal obligation to provide Welsh language awareness training for their staff. Following discussions with the other members of the Welsh Government-chaired NHS Welsh Language Officers Group, the Welsh Language Team agreed to take primary responsibility for coordinating the development of an online Welsh language awareness training module, in order to facilitate the delivery of this statutory requirement.

The Welsh Language Team created the content before appointing an external company through a tendering process to convert the content into a fully functional and interactive training age. A finalised draft of the fully interactive training pack was agreed upon in early 2022 and work was undertaken with NHS Wales' Digital Learning Programme Manager to ensure that the new module could be uploaded onto the Electronic Staff Record platform.



The course includes sections on patient experience, *More than just words* and legislation.

There are also sections featuring two animated stories, based on actual events and patient experiences that emphasise the importance of language choice in relation to assessment, diagnosis and consent.



The course ends with information-only 'Support for Staff' and 'Myth Busting' sections, which aim to provide NHS Wales employees with additional knowledge and confidence and to encourage them to use the Welsh language within the workplace, even if they don't consider themselves to be fluent speakers. It will be launched across Wales in late summer 2022, and the fundamental message expressed throughout is that staff should try to find the confidence to 'do what they can', in order to facilitate the delivery of bilingual healthcare services.

Consent and Capacity

As part of its role with the Health Board's Consent and Capacity Group, the Welsh Language Team identified the need to refer to Welsh language legislation and its significance in the development of an all Wales training video by NHS Wales Shared Services Partnership for clinicians across Wales with regard to consent.



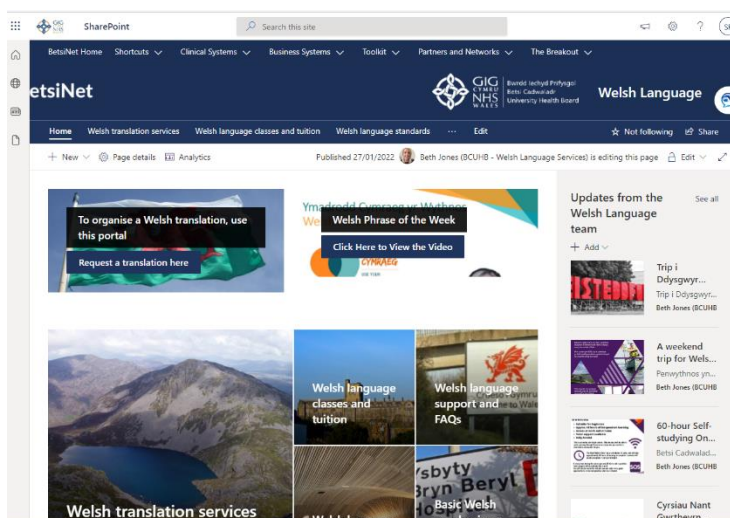
The video developed as part of the wider course, highlighted the need and the importance of considering the Welsh language as part of the consent process. The video refers to this as a legal requirement for every Health Board as part of the Welsh Language Standards, focusing on the premise that the Welsh language should not be treated less favourably than the English language. It is a

legal obligation to offer to go through the consenting procedure in Welsh with every patient.

The content also makes reference to the particular importance of informed consent with patients from the seven vulnerable patient category groups as identified in *More than Just Words*. The video details that patients in these groups e.g. those living with dementia, the elderly and young children, not only have the same legal right or choice to consent in Welsh, that it is also a language need as some may be unable to communicate effectively in English.

BetsiNet

As part of the development of a new intranet site for the Health Board, the Welsh Language Team's intranet pages one of the first ones to moved over to the new BetsiNet platform. We worked with the Communications Team to re-vamp and move our information pages over to the new site that was launched to coincide with Welsh Language Week.



As one of the most visited sections on the welsh language site, the translation portal was given prominence to ensure easy access for all translation requests. A 'Welsh Phrase of the Week' section has been developed where staff can view weekly videos with hints and tips on learning Welsh. There is a dedicated section for Welsh learners, with information on various learning opportunities, and a section to request resources such as the language keyring, as well as a FAQs section. All these permanent sections are complemented by the news and updates section along the right hand side of the page with regular developments from the team. There is also a section on BetsiNet for Policies and Procedures, and all Welsh language-related documentation, such as the Welsh Language Standards and the *Bilingual Skills Policy and Procedure* has been uploaded for accessibility and consistency.

Key Performance Indicators

The data included below are in accordance with Standard 120 of the Welsh Language Standards under the Welsh Language (Wales) Measure 2011.

Workforce Planning

- **Number and percentage of the organisation's employees:**
 - **whose Welsh language skills have been assessed;**

Count of Employee Number	2019/20		2020/21		2021/22	
Individual Proficiency Level	Total	%	Total	%	Total	%
0 - No Skills / Dim Sgiliau	8031	42.4%	8158	41.6%	8324	41.7%
1 - Entry/ Mynediad	2443	13%	2601	13.3%	2652	13.3%
2 - Foundation / Sylfaen	1227	6.5%	1280	6.5%	1298	6.5%
3 - Intermediate / Canolradd	1254	6.6%	1307	7%	1307	6.6%
4 - Higher / Uwch	1525	8.1%	1568	8%	1596	8%
5 - Proficiency / Hyfedredd	2338	12.4%	2467	12.6%	2573	12.9%
Total	16,818	89%	17,381	89%	17,750	89%
Total number of staff	18,922		19,610		19,955	

2021 / 2022 Data:

89 per cent of the entire workforce had recorded their Welsh language skills on ESR

2020 / 2021 Data:

89 per cent of the entire workforce had recorded their Welsh language skills on ESR

Training to Improve Welsh Language Skills

- *Number and percentage of the organisation's workforce that received training to improve their Welsh skills to a specific qualification level*

2021 / 2022 Data:

Number of the organisation's workforce that have accessed training to improve their Welsh skills to a specific qualification: 1,583

This total equates to 7.9 per cent of the Health Board's current workforce

2020 / 2021 Data:

Number of the organisation's workforce that have accessed training to improve their Welsh skills to a specific qualification: 752

This total equates to 3.8 per cent of the Health Board's current workforce

Recruitment

- *Number and percentage of new and vacant posts advertised with the requirement that:*

2021 / 2022 Data:

- Welsh language skills are essential - 403 (6.4 per cent)
- Welsh language skills are desirable - 5828 (92.8 per cent)
- Welsh language skills to be learnt - 33 (0.5 per cent)
- Welsh not a required skill - 14 (0.2 per cent)
- Total number of vacancies advertised - 6278

2020 / 2021 Data:

- Welsh language skills are essential - 236 (6.1 per cent)
- Welsh language skills are desirable - 3595 (92.6 per cent)
- Welsh language skills to be learnt - 17 (0.4 per cent)
- Welsh not a required skill - 33 (0.9 per cent)
- Total number of vacancies advertised - 3881

Complaints

- ***Number of complaints received about the implementation of the Welsh Language Scheme***

The Health Board received seven complaints during the year in relation to compliance with the Welsh Language Standards, which were fully addressed under the *Putting Things Right* Regulations. In addition, the Welsh Language Commissioner initiated four investigations. Two investigations were discounted having found no evidence of non-compliance.

The two other investigations and most of the complaints were in relation to the COVID-19 Vaccination Delivery Programme. The issues were predominantly focused on temporary signage and correspondence. The Vaccination Programme Team has been fully supportive in adopting any changes required with the implementation of a detailed action plan developed to address shortfalls. Lessons learned are being applied to inform the establishment of the vaccination programme for 2022-2023.

Reflection and Forward Vision

This report has demonstrated that progress has been implemented in:

- improving the quality of care we provide through the language of choice
- increasing compliance with legal and statutory requirements
- identifying initiatives that have been implemented and rolled out to respond to language need as an integral element of care
- improving organisational development in terms of how we are able to support the workforce to be able to deliver services through the medium of Welsh

However, the Health Board is excited about the initiatives and opportunities in development for the next reporting year. Further site-based programmes are included within our annual work plan, such as the reintroduction of site visits in our mystery shopper surveys.

The Health Board is eagerly-awaiting the publication of the Welsh Government's *More than just words* five year plan. The Health Board has engaged with key individuals and stakeholders during the development stage to inform the final plan. It is anticipated that initiatives and actions already in operation within the Health Board will be included in the plan. However we aim to build on these during the next year, supported by key developments as part of the Welsh Language Standards.

As part of its Annual Plan for 2022-2023, Welsh language developments has been recognised as a key enabler. As a result, significant funding has been secured to strengthen capacity within specific areas of work, including translation provision, statutory compliance and both internal and external engagement. We are very

enthusiastic as we approach this next phase of service delivery, and in some instances, phases of recovery following the pandemic. Our vision for the coming year is to further increase our ability as a Health Board to deliver language appropriate care for patients, with the premise to always...Use your Welsh!

March 2022